

COORDINATOR OF VOLUNTEER SERVICES

DEFINITION:

Under the general direction of the Assistant to the City Manager/Human Resources Manager, the Coordinator of Volunteers will recruit, orient, train, assign, and recognize volunteers and will perform other related duties in support of the Volunteer Services Program and the Human Resources Office. This position provides assistance to volunteers assigned to functions such as office/clerical support, park maintenance, crime prevention, special event planning, departmental support, etc. Direct day-to-day supervision may be provided by an Administrative Analyst in the Administration Department.

CLASS CHARACTERISTICS:

This position is distinguished from other classes by the degree of independent thought and action required to be a leader, an innovator and a team player. This position is highly customer service oriented. Incumbents must be able to produce high quality products in a fast-paced environment.

IMPORTANT AND ESSENTIAL JOB FUNCTIONS:

1. Recruit and supervise citizens for volunteer assignments throughout the City.
2. Work cooperatively with City departments to determine volunteer job assignments.
3. Organize and coordinate volunteer and staff training sessions.
4. Appropriately place volunteers in volunteer assignments.
5. Develop policies and procedures for the City to effectively implement and maintain a volunteer program.
6. Coordinate the placement of SPEDY workers and other student workers.
7. Maintain confidential records on volunteers including service hours, placement and performance.
8. Prepare monthly and annual reports with statistical analysis on volunteer use.

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9. Make public presentations and solicit support for volunteer program.

IMPORTANT AND ESSENTIAL JOB FUNCTIONS (continued):

10. Serve as a liaison between the Court Referral Program, other government and not - for-profit agencies, and ad hoc committees for special volunteer projects.
11. Coordinate volunteer recognition.
12. Attend and participate in City Council meetings, committee meetings, staff meetings and community program meetings.
13. Advise staff regarding volunteer issues and handle difficult personnel issues with volunteers such as termination, performance improvement and transfer.

MARGINAL/PERIPHERAL JOB FUNCTIONS:

1. Perform other related duties in support of the Volunteer Service Program and Human Resources Office as needed.

QUALIFICATIONS:

Knowledge of:

1. Local community resources.
2. Basic office management skills.

Skill in:

1. Utilizing personal computers for word processing (WordPerfect and Windows).
2. Writing and oral communication.
3. Coordinating ideas and resources with other volunteer organizations and local governments.

Ability to:

1. Recruit, orient, assign, recognize and motivate volunteers.
2. Provide and promote quality customer service.
3. Research current trends in volunteering.

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JOB REQUIREMENTS:

1. Possession of a valid California Class C driver's license in compliance with adopted City driving standards.
2. Any combination of education and experience equivalent to graduation from college in public administration, business administration or other related field AND two (2) years of responsible, professional work experience in a position of broad program responsibilities.
3. Supervisory experience required.

OTHER QUALIFICATIONS:

1. Experience as a volunteer or as a coordinator of volunteers highly desired.
2. Local government experience.

MACHINES/TOOLS/EQUIPMENT UTILIZED:

1. Automobile
2. Keys to City locks
3. Reports, forms, pencils, and pens
4. Computer monitor, keyboard and printer
5. Copy and fax machines
6. Calculator
7. Telephone and answering machine
8. Camera

PHYSICAL DEMANDS:

1. Mobility
2. Speaking/hearing
3. Seeing
4. Sitting
5. Use of fingers/manual dexterity
6. Driving

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ENVIRONMENTAL AND ATMOSPHERIC CONDITIONS:

1. Indoors: office conditions, 80% of the time
 Outdoors: varying conditions, grass or gravel areas, 20% of the time
2. Noise level: conducive to office setting
3. Lighting: conducive to office setting
4. Flooring: low level carpeting
5. Ventilation: provided by central air conditioning and main building access doors
6. Dust: normal, indoor levels

ADDITIONAL COMMENTS

The Volunteer Coordinator attends meetings, and conducts and receives training which may be held outside of the City offices. It may also be necessary for the Volunteer Coordinator to visit sites of interest outside of the City offices to coordinate outdoor projects, attend night and weekend meetings, and provide other types of support for volunteer committees.